Meeting Objectives

- Across care settings, consider how the delivery of pain management and SUD care can be reimagined in a future hybrid environment—integrating both in-person and virtual care modalities—to better meet the needs of patients, clients, caregivers, and clinicians.
- Examine the applications for various virtual modalities, discussing both limitations and advantages for each relative to the delivery of pain management and SUD care.
- Discuss opportunities for telehealth and virtual care to enable and facilitate comprehensive multidisciplinary, team-based care in a hybrid environment for both pain management and SUD care.

Opening Remarks
1:00 – 1:10pm (10 min)

1:00pm Welcome & Opening Remarks
- Aisha Salman Program Officer, National Academy of Medicine
- Helen Burstin Chief Executive Officer, Council of Medical Specialty Societies
- Kelly J. Clark Founder and President, Addiction Crisis Solutions; Past President, American Society of Addiction Medicine

Session 1: Integrating Bricks + Clicks: Redesigning Care Pathways with Virtual Modalities
1:10 – 2:10pm (60 min)

Key Discussion Questions

- What virtual modalities are available to aid and facilitate the delivery of hybrid care for both pain management and/or SUD care? What gaps remain to facilitate innovation?
- What are some potential barriers that patients, clients, and or caregivers may encounter when accessing or using virtual modalities for care? How might these be addressed and/or managed?
  - What are some of the barriers that may be encountered by clinicians, health systems, health plans, states, and other accountable entities when looking to scale the integration of virtual modalities?

1:10pm Introduction to Session (5 min)

Moderator: Kelly J. Clark Addiction Crisis Solutions
1:15pm  Introduction to Digital-Enabled Care Delivery (7 min)

- **Lewis Levy** Chief Medical Officer, Public Policy and Strategic Partnerships, Teladoc Health

1:22pm  Moderated Reactor Panel Discussion (45 min)

Panelists:

- **Leonardo M. Angelone** Deputy Director, Office of Translational Initiatives and Program Innovations, National Institute on Drug Abuse
- **Karen McConnell** Chief Pharmacy Officer, CommonSpirit Health
- **Amar Setty** Anesthesiologist and CEO, Patient Premier
- **David Gastfriend** Co-Founder and Chief Medical Officer, DynamiCare

2:10pm  BREAK (10 min)

2:20pm  Session 2: Reimagining the Care Team

2:20 – 3:00pm (40 min)

**Key Discussion Questions**

- How can telehealth and virtual modalities be used to support a team-based care approach?
- How can telehealth and virtual care be used to coordinate care delivery across physical and behavioral health domains?
- How can team-based care models be adapted for the hybrid pain and SUD care environment?
  - Are there examples of existing successful hybrid team-based care models that address the complex care needs for those with pain management and/or SUD?
  - What barriers exist that may impede the implementation of hybrid team-based care delivery (e.g., licensing requirements for out-of-state team-based care)?

2:20pm  Introduction to Session (5 min)

**Moderator:** **Anne L. Burns** American Pharmacists Association

2:25pm  Examples of Telehealth-Enabled Team-Based Care Implementation: Pain Management (5 min)

- **Addison Ragan** Clinical Resource Hub Pharmacy Program Manager, Office of Primary Care, Veteran Health Administration
Examples of Telehealth-Enabled Team-Based Care Implementation: SUD Care (5 min)

- Tran H. Tran Substance Use Intervention Team Clinical Pharmacist, Rush University Medical Center and Associate Professor of Pharmacy Practice, Midwestern University, Chicago College of Pharmacy

Moderated Discussion with the Speakers and Participant Q&A (~25 min)

Session 3: Hybrid Pain and SUD Care Delivery across Care Settings

3:00 – 3:40pm (40 min)

Key Discussion Questions

- Considering a future hybrid care model, what aspects of pain management and SUD care, respectively, are best suited for virtual care? What aspects require in-person care?
  - Are there key differences in the delivery of pain management versus SUD that need to be considered?
- How will variance in health systems and care plans impact the delivery of hybrid pain and/or SUD care?

Introduction to Session (5 min)

Moderator: Anna Legreid Dopp American Society of Health System Pharmacists

Guided Panel Discussion on Changes in Delivery of Care in the Virtual Environment across Provider Perspectives (35 min)

Panelists:

- Elizabeth Bentley Director of Clinical Pharmacy Services, Kaiser Permanente
- Benjamin Nordstrom Chief Medical Officer, Behavioral Health Group
- Lewis S. Nelson Chief of Emergency Medicine, Rutgers New Jersey Medical School
- Ada Stewart Board Chair, American Academy of Family Physicians

BREAK (10 min)
Session 4: Recreating Systems of Care Delivery
3:50 – 4:50pm (60 min)

Key Discussion Questions

- How can integrated telehealth and virtual care be used to solve challenges faced by payers and purchasers in their strategies to address pain and/or SUD care among their member populations?
  - What reforms should be considered to facilitate this?
  - How can we align incentives between payers and providers?
- How can payers, purchasers, providers, patients/clients, and caregivers co-design new systems of care delivery for pain and SUD?

3:50pm  Introduction to Session (5 min)

Moderator: Helen Burstin Council of Medical Specialty Societies

3:55pm  Key Considerations for the Future of Hybrid Care Delivery to Improve Pain and SUD Outcomes (5 min)

- William M. Lopez National Medical Director, Virtual Care, Evernorth, Cigna

4:00pm  Co-Designing New Systems of Care Delivery (10 min)

- Matthew Sakumoto Virtual-First Primary Care Physician, Sutter Health
- Lindsay Baran Policy Director, National Council on Independent Living; Science and Policy Advisory Council member, National Pain Advocacy Center; person living with chronic pain

4:10pm  Moderated Discussion with the Speakers and Participant Q&A (~30 min)

Closing Remarks
4:50 – 5:00pm (10 min)

4:50pm  Summary Remarks

- Helen Burstin Council of Medical Specialty Societies
- Kelly J. Clark Addiction Crisis Solutions

4:55pm  Wrap-Up & Meeting Adjournment

- Aisha Salman National Academy of Medicine